

A List of
New/Amended/Cancelled Claims
As Entered for the Application/Control Number
09/931,531

Section A:
The List of Claims as Filed With the Original Patent
Application

Section B:
The Proposed List of Amended/New/Cancelled Claims

Note: There are 3 independent and 17 dependent Claims listed totaling 20
Claims Filed with this Patent Application

Independent Claims are number 1, 9, and 20

Claims number 6, 8, and 10 are cancelled as filed in the original Application

Claim number 11 is renumbered and listed as Claim number 20

Claim number 12 is renumbered and listed as Claim number 21

Claim number 13 is renumbered and listed as Claim number 9

Section A:

The List of Claims as Filed With the Original Patent Application

1. A method and system for providing on-line assistance to the end users in a networking environment through use of multimedia applications comprising; at a client system, displaying an icon for on-line help, and in response to a single action being performed, sending a unique serial number assigned to the said user to a storage media for initializing a help session, at a storage media, identifying a user's profile through the received serial number from a client system, and transmitting the said user's profile information to a multimedia helping agent system, at the helping agent system, identifying the user priority through the received user profile information, based on the priority ranking initializing and establishing a multimedia connection with the client system through one of the many networking connectivity available options, and transmitting the Web page address information along with multimedia helping information to the client system.
2. The method and system according to claim 1 wherein a client system sends a unique serial number in response to a single action to a designated information storage media.
3. The method and system according to claim 2 wherein a designated storage media maps a unique user's profile information in response a serial number received from a client system.
4. The method and system according to claim 3 wherein a designated storage media sends a unique user profile information to a helping agent's system.
5. The method and system according to claim 3 wherein the user's profile consisting of user's concerns and behavior patterns are consolidated with number ranking from user's visits to different web sites.
6. The method and system according to claim 5 wherein the user's profile contains the aggregated behavioral patterns of a user collected from visiting different web sites
7. The method and system according to claim 1 wherein the level of services to be provided including the network connectivity options are determined from the user's profile.
8. The method and system according to claim 1 wherein the storage media contains the records of the logged-in user that define a user's profile.
9. The method and system according to claim 1 wherein the client system exchanges Web pages with the helping agent system comprising the steps of; at the client system, transmitting the web site address currently being displayed at the helping agent system, at the helping agent system receiving the web site address from the client system and then directly accessing the contents of the web site through the designated web server.

10. The method and system according to claim 7 wherein either a client system or agent system can be in the control mode and direct the other system to accept its web page address.

11. The method and system according to claim 7 wherein the client system and the helping agent system mutually exchange and update mouse movements and positions co-ordinates.

12. The method and system according to claim 9 wherein client system and the helping agent system can view two different mouse cursors distinguishable from each other on their respective screens.

13. A method and system for providing on-line assistance to the end users in a networking environment through use of multimedia applications comprising: at a client station, (a) means for initializing a help session, (b) means for transferring the web page information to a helping agent system, and (c) means for transferring mouse co-ordinates to the helping agent system, at the helping agent system, (a) means for identifying a user operating on a client system through a unique user's profile, (b) means for accessing the same Web page information as fetched by the client system, (c) means for sending the web page address to the client system, and (d) means for establishing a multimedia session with the client system.

14. The method and system according to claim 11 wherein an agent system establishes a multimedia connection with a client system over Public Switched Telephone Network (PSTN).

15. The method and system according to claim 11 wherein agent system establishes a multimedia connection with the client system over any type of data network.

Section B:

Amended/New Proposed Claims

(Original): Claim number 1 as filed with the application

1. A method and system for providing on-line assistance to the end users in a networking environment through use of multimedia applications comprising; at a client system, displaying an icon for on-line help, and in response to a single action being performed, sending a unique serial number assigned to the said user to a storage media for initializing a help session, at a storage media, identifying a user's profile through the received serial number from a client system, and transmitting the said user's profile information to a multimedia helping agent system, at the helping agent system, identifying the user priority through the received user profile information, based on the priority ranking initializing and establishing a multimedia connection with the client system through one of the

many networking connectivity available options, and transmitting the Web page address information along with multimedia helping information to the client system.

(Currently amended): Claim number 1 once amended as follows:

1. A method and system for providing on-line assistance through the use of multimedia services capable of providing and sustaining a desired Quality of Service (QoS) for multimedia communications, comprising:
 - (a) means of selecting a multimedia connection between a client and an on-line helping agent;
 - (b) means of invoking a multimedia on-line help session between a client and on-line help service provider that can provide a desired QoS;
 - (c) means of transmitting a unique serial number from a client to a designated storage information media;
 - (d) means of mapping a user's profile to the serial number at a storage information media; and
 - (e) transmitting a user's profile to a helping agent to provide the client with multimedia on-line help session.

(Original): Claim number 2 as filed with the application (No Change)

2. The method and system according to claim 1 wherein a client system sends a unique serial number in response to a single action to a designated information storage media.

(Original): Claim number 3 as filed with the application (No Change)

3. The method and system according to claim 1 wherein a designated storage media maps a unique user's profile information in response a serial number received from a client system.

(Original): Claim number 4 as filed with the application

4. The method and system according to claim 3 wherein a designated storage media sends a unique user profile information to a helping agent's system.

(Currently amended): Claim number 4 once amended as follows:

4. The method and system according to claim 1 wherein a designated storage media sends a unique user profile information to a helping agent's system in response to a unique serial number received from a client.

(Original): Claim number 5 as filed with the application

5. The method and system according to claim 1 wherein the user's profile consisting of user's concerns and behavior patterns are consolidated with number ranking from user's visits to different web sites.

(Currently amended): Claim number 5 once amended as follows:

5. The method and system according to claim 1, wherein the user's profile consisting of user's concerns and behavior patterns are consolidated with number ranking from user's past interaction with the helping agents.

(Cancelled): Claim number 6 as filed with the application is hereby cancelled.

6. The method and system according to claim 5 wherein the user's profile contains the aggregated behavioral patterns of a user collected from visiting different web sites.

(Original): Claim number 7 as filed with the application

7. The method and system according to claim 1 wherein the level of services to be provided including the network connectivity options are determined from the user's profile.

(Currently amended): Claim number 7 once amended as follows:

7. The method and system according to claim 1, wherein the selection of a multimedia service connection is based on client's level of importance and preferences.

(Cancelled): Claim number 8 as filed with the application is hereby cancelled.

8. The method and system according to claim 1, wherein the storage media contains the records of the logged-in user that define a user's profile.

(Original): Claim number 9 as filed with the application

9. The method and system according to claim 1 wherein the client system exchanges Web pages with the helping agent system comprising the steps of; at the client system, transmitting the web site address currently being displayed at the helping agent system, at the helping agent system receiving the web site address from the client system and then directly accessing the contents of the web site through the designated web server.

(Currently amended): Claim number 9 once amended as follows:

9. A method and system for providing on-line assistance by a helping agent to a client through use of multimedia services, comprising;

means of communicating between a client and a helping agent through multimedia communication services to determine the needs of a client,

at the helping agent system;

means of determining the needs and interests of a client for particular webpages located at any website,

means of transmitting the complete website address to the client system,

at the client system;

means of receiving the website address from a helping agent; and

accessing the contents of the website through the respective web server.

(Cancelled): Claim number 10 as filed with the application is hereby cancelled.

10. The method and system according to claim 7 wherein either a client system or agent system can be in the control mode and direct the other system to accept its web page address.

(Original): Claim number 11 as filed with the application

11. The method and system according to claim 7, wherein the client system and the helping agent system mutually exchange and update mouse movements and positions co-ordinates.

(Currently amended): Claim number 11 once amended and listed under Claim number 20

(Original): Claim number 12 as filed with the application

12. The method and system according to claim 9, wherein client system and the helping agent system can view two different mouse cursors distinguishable from each other on their respective screens.

(Currently amended): Claim number 12 once amended and listed under Claim number 21

(Original): Claim number 13 as filed with the application

13. A method and system for providing on-line assistance to the end users in a networking environment through use of multimedia applications comprising: at a client station, (a) means for initializing a help session, (b) means for

transferring the web page information to a helping agent system, and (c) means for transferring mouse co-ordinates to the helping agent system, at the helping agent system, (a) means for identifying a user operating on a client system through a unique user's profile, (b) means for accessing the same Web page information as fetched by the client system, (c) means for sending the web page address to the client system, and (d) means for establishing a multimedia session with the client system.

(Currently amended): Claim number 13 once amended and listed under Claim number 9

(Original): Claim number 14 as filed with the application

14. The method and system according to claim 11, wherein an agent system establishes a multimedia connection with a client system over Public Switched Telephone Network (PSTN).

(Currently amended): Claim number 14 once amended as follows:

14. The method and system according to claim 1, wherein a client or helping agent can mutually establish a multimedia connection over Public Switched Telephone Network (PSTN) which can provide a desired QoS.

(New): Claim number 15 as filed being new with the application

15. The method and system according to claim 1, wherein the multimedia connection between a helping agent and a client can be established through a single mouse click.

(New): Claim number 16 as filed being new with the application

16. The method and system according to claim 1, wherein the multimedia connection can be directly established between a helping agent and a client without the need of any other supporting networking components involved.

(New): Claim number 17 as filed being new with the application

17. The method and system according to claim 2, wherein the unique serial number retrieved from a client's system can be a telephone number that can be used to establish a multimedia connection.

(New): Claim number 18 as filed being new with the application

18. The method and system according to claim 9, wherein either a helping agent or a client can activate any web hyperlink being displayed at each other's view windows.

(New): Claim number 19 as filed being new with the application

19. The method and system according to claim 9, wherein either a client or a helping agent can fill out or complete any types of documents and then exchange the contents of the documents with one another.

(New): Claim number 20 as filed being new with the application

- 20 A method and system designed to provide on-line help through the use of multimedia services with desired QoS preferences and parameters, comprising;
- (a) means of displaying an icon to launch multimedia services;
 - (b) means of exchanging and updating the mice position co-ordinates dynamically between one or more helping agents and one or more client systems; and
 - (c) means of displaying single or multiple mice icons in the client's and helping agent's view windows.

(New): Claim number 21 as filed being new with the application

21. The method and system according to claim 20, wherein helping agent and client systems can view two different mice cursors distinguishable from each other on their respective viewing screens.

(New): Claim number 22 as filed being new with the application

22. The method and system according to claim 21, wherein the both mice cursors can independently launch hyperlinks being displayed at one another viewing windows.

(New): Claim number 23 as filed being new with the application

23. The method and system according to claim 9, wherein a helping agent and a client can mutually exchange IP addresses to access webpage contents directly from the respective servers without the need of resolving the IP address of a webserver through DNS inquiries.

(New): Claim number 24 as filed being new with the application

24. The method and system according to claim 20, wherein clicking at the online multimedia help icon at a client system launches a display window, comprising the steps of:

- (a) means of displaying the complete or partial network address in the launched window; and
- (b) means of communicating the displayed network address to the helping agent in order to receive online multimedia help.

(New): Claim number 25 as filed being new with the application

25. A method and system according to claim 9, wherein a helping agent can provide assistance to a client searching information on a subject area, the method comprising the steps of:

at the client station;

means of transmitting the request for information on any subject area to a live helping agent;

at the helping agent system;

means of receiving the request from the client

means of searching the requested information by a live helping agent through any of the available information resources;

means of optionally discussing and narrowing down the scope of the gathered information with the client; and

means of transmitting the resulting information to the client.
